



# FSA*Now*

*The Monthly Newsletter for FSA Staff & Operating Partners*

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## 2003 Performance Plan Complete

FSA's Performance Plan for fiscal year 2003 soon will be rolled out throughout the entire organization. As of press time, COO Terri Shaw was planning an All Hands meeting for January 8. Like with other All Hands meetings, we most likely will get a hotel ballroom near our Washington, D.C., offices. Regional staff will be conferenced in by telephone and presentation materials will be distributed to regional staff in advance.

The priorities in this year's Performance Plan should be no surprise to anyone. They are getting the student aid programs removed from the GAO (Government Accounting Office) High Risk List and obtaining a clean audit.

"We want to move from 'high' risk to 'managed' risk," said Linda Paulsen, who is managing FSA's efforts to get off the High Risk List.

To create the plan, the senior leadership team first looked at the PBO legislation, the President's Management Agenda, the Department's Strategic Plan, the MIT and the One-ED Plan to develop our strategic objectives for the year. Then the team developed the strategies to reach those objectives and then created action items to make the plan workable.

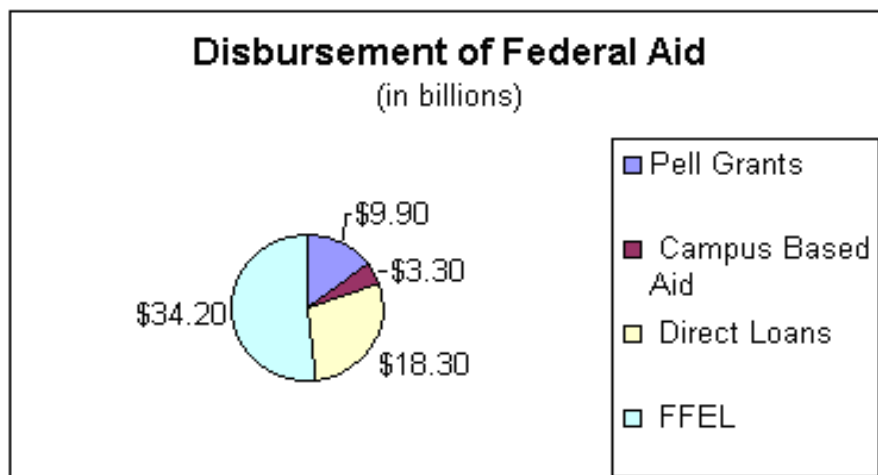
To flesh out the plan, each channel and enterprise unit contributed action items to help achieve the

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## Show Me the Money



For the 2001-2002 year, Federal Student Aid distributed \$65.7 billion to 13.4 million students across America. 52% of all distributed federal aid went to 4.1 million FFEL recipients, 28% to 2.1 million Direct Loan recipients, 15% to 4.3 million Pell Grant awardees, and 5% of all funds went to 2.89 million students for Campus Based Aid.

The average size of a Pell Grant was \$2,299, the average FFEL Stafford Loan was \$3,390, and the average Direct Loan was \$3,491.

# Kansas City Staff Members Acknowledged

FSA staff members Katherine Coates and Tammy Gay were both awarded the Missouri Association of Student Financial Aid Personnel's President's Award on November 12, 2002. Coates and Gay were acknowledged for outstanding service and dedication to their jobs.

"It's a big pat on the back," Coates said of the recognition. "This is the very first time a Department employee has received this award. This is also the very first time that there have been two recipients of the award, so that's an even more rare occurrence."

Coates and Gay are both Client Account Managers who have worked for FSA since 1995 in the Kansas City Direct Loan School Relations Office.

Katherine Coates received the President's Award for going above and beyond her duties as an FSA employee. She has spent much of her time at FSA advancing early financial aid awareness programs. Coates has served on the Missouri Association of Student Financial Aid Personnel's (MASFAP) Early Awareness Committee for several years, and the statewide events she has planned encourage high school students to start thinking ahead about college and financial aid.

"It's a lot of fun, it's gratifying to help someone to get information about school," Coates remarked. "We're helping our future customers. If our parents and students can get this information early, hopefully they'll be able to make good choices."

Coates also assists with the ED booth at MASFAP conferences by coordinating staff and arranging the publications supplied at the booth.

Tammy Gay was recognized for the President's Award through the multitude of services she provides FSA with beyond her normal responsibilities. She conducts training programs throughout Missouri,



*Tammy Gay and Katherine Coates display the MASFAP Awards they received at the November MASFAP conference.*

and frequently staffs the ED booth at MASFAP conferences. Gay acts as an important resource to MASFAP, sharing her knowledge of Title IV to members with questions. She is also always there to help out in a pinch, as demonstrated the MASFAP conference last year when she covered a presentation for a colleague who broke her leg.

Gay says of the honor, "I was surprised and humbled... My goal as a Federal employee is to make sure the public is served well in all that I do. This award shows that the people I serve are watching and approve."

Both Coates and Gay have spent years planning and presenting at the MASFAP conferences. MASFAP is an organization that strives to keep a high standard of quality in organizations connected with financial aid and to educate students on the availability and role of financial aid. The work of Coates and Gay has gone to help make MASFAP a successful organization.



*FSA employees by day, rappers by night. Jeff Baker, director of Analysis Channel's program development division, and Kay Jacks, Schools Channel general manager, show off their musical talents at the November Electronic Access Conference (EAC) in Orlando.*

## FSA Now

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## *2003 Performance Plan Complete*

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goals. The group as a whole then reviewed all of the items, combining them where appropriate and eliminating duplication. The action items were cross checked with our budget, to ensure that we only tackle projects that we have the money to fund, and also with our High Risk Action Plan.

"By working as a team, we were able to create a cohesive, cross-cutting Performance Plan that will help us achieve our highest priorities," said Cyndi Reynolds, director of FSA Performance.

In addition to a clean audit and removal from the High Risk List, the plan focuses on stabilizing our technology systems as we continue to integrate and on improving data integrity. Inconsistent or inaccurate data affects our ability to earn a clean audit and also creates problems for our customers.

"Much of what we will do over the next year will be focused on getting the student aid programs removed from the High Risk List and obtaining a clean audit," said Tom Pestka, acting chief of staff. "It's important, though, to sustain the improvements we've made in customer service."

# **EXTRA!**

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### **New FSA Intern Program Manager Announced**

Last month, Dwayne Rumber was appointed to temporarily serve as director of Student Affairs. Rumber will be in charge of managing FSA's student intern program. He will also continue in his current position as Career Zone manager. Commented Calvin Thomas, director of Human Resources, "Please join me in welcoming Dwayne to his new role and please give him your support to make this important program an even greater success in the months ahead."



**In Remembrance**  
**Greg Woods**  
**1942 - 2002**  
**FSA Chief Operating Officer**  
**1998 - 2002**



# My FSA

## **My FSA met with new CFO Victoria Bateman and learned how she's using her "muscle" to get results**

**Q: What are your goals for CFO?**

A: I have three goals for FSA CFO. First, provide leadership and support to the CFO staff. Second, get a clean audit opinion, so that FSA is no longer on GAO's high risk list. Third, support FSA's channels to assist in the delivery of FSA program funds and proper internal controls over FSA's financial management of our Title IV programs.

**Q: What do you enjoy the most about being CFO?**

A: I enjoy the daily challenges to achieve our priorities. I also enjoy working with Terri Shaw because she is taking FSA to a bigger and better place. I enjoy her support and leadership style. As a result I know I have an opportunity to achieve a lot of FSA's goals and make a real difference here.

**Q: What has been your biggest challenge so far as CFO?**

A: Trying to get a clean opinion on FSA's and the Department's financial statements and spreading myself between the Department's CFO and FSA to achieve our goals.

**Q: What do you like to do when you are not at work?**

A: Spending time developing my three adopted sons and working out. I started bodybuilding six years ago and began competing three years ago. In three years, I have won 17 titles including the Miss Annapolis Masters title. I currently do not compete, because of the time commitment, but I still train every morning before work. It takes care of my stress and I figure if I can leg squat 250 pounds, I can do this job.

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**Happy Holidays  
to FSA staff and our  
operating partners!**

**from the  
FSA Now staff**

